GD&T Trainer: Fundamentals 2009

ASME
Y14.5-2009

User Manual

for Multi-User Version

Effective Training Inc.

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10 9 8 7 6 5 4 3 2

License Agreements

The license agreement for your copy of the GD&T Trainer: Fundamentals 2009 software can be found in the documentation folder on your CD.

A hard copy is also included in the packaging.

For a new copy of the license agreement, please contact ETI's sales department at 734-744-5940.

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C H A P T E R 1: Introduction

What is the GD&T Trainer: Fundamentals 2009? What can you use it to do?

The GD&T Trainer: Fundamentals 2009 is a comprehensive computer-based training program that teaches the fundamentals of geometric dimensioning and tolerancing. It includes 4 courses that cover the basic rules, definitions, and concepts of GD&T. The software features detailed, colorful lesson screens with full color animations that demonstrate concepts and help students visualize important topics.

The GD&T Trainer: Fundamentals 2009 lets you choose from the following courses:

Fundamentals of GD&T Class Course (2009) – is a complete course in the fundamentals of GD&T based on ASME Y14.5-2009. The course includes 29 lessons, numerous exercises, 29 quizzes and a final exam. Each quiz must be successfully completed in order to progress to the next lesson. The minimum passing score for the quizzes and final exam can be set through the Course Administrator. A certificate of achievement may be printed upon completion.

Fundamentals of GD&T Seminar Course (2009) – has the same lesson content as the class course without the quizzes or final exam. Lessons can be viewed in any order. When the course is finished, a certificate of completion may be printed.

GD&T Certification Test (2009) – is a 150-question test that covers the fundamentals of GD&T and verifies the student's mastery of the topic. A certificate may be printed upon receiving a score of 90% or higher.

GD&T Skills Survey (2009) – is a 50-question skills survey that measures your knowledge of the fundamentals of GD&T based on ASME Y14.5-2009.

The GD&T Trainer: Fundamentals 2009 also includes the following tool:

The Digital Design Dictionary – The Digital Design Dictionary is a desktop research tool that defines more than 200 technical terms used on engineering drawings. It includes drawing conventions, geometric dimensioning and tolerancing (GD&T), solid model tolerancing, gages and fixtures, casting and forgings, and more. Includes versions based on both ASME Y14.5-2009 and ASME Y14.5M-1994

C H A P T E R 2: Installation

Software and Hardware Requirements

In order to make sure that the GD&T Trainer: Fundamentals 2009 software works correctly and efficiently, please review the following hardware and software requirements.

Single-User/Multi-User Versions

Hardware Requirements	Software Requirements
• Pentium 4-based computer with a 2GHz or higher CPU • 512 MB RAM minimum, 1024MB or higher recommended • 500 MB or more of free hard drive space • Sound card and speakers for audio narration • Video card capable of displaying 24-bit color at a resolution of 1024x768	• XP (all versions with Service Pack 3 or higher installed), XP Professional 64-bit, Windows Vista (all versions), Windows 7 (all versions) • Adobe Flash Player 10.0 or higher • Visual Basic 6 Runtime (Admin and Reporter only) • .NET Framework 2.0

Installation Overview

The following guidelines will help you determine how to install the GD&T Trainer: Fundamentals 2009 software correctly the first time.

The GD&T Trainer: Fundamentals 2009 software is available in several different options:

- The single-user can be installed on single desktop machine
- The multi-user can be installed on a single computer for use by multiple individuals
- The LAN version can be installed on a network server and shared by many users across a local area network, at one physical site. **LAN versions of the software cannot be accessed via WAN, VLAN, VPN, or dial-up connections, as this is a direct violation of the software license.**
- The site version can be installed at one physical site. It supports a larger number of concurrent users than the LAN version. **This version cannot be accessed via WAN, VLAN, VPN, or dialup connections.**
- The corporate version can be installed on as many file servers as a company would like and supports the largest amount of concurrent users. Corporate versions can be accessed via WAN, VLAN, VPN, and dialup connections. Remote users will notice slower performance. Installing a separate file server for each physical location is recommended for performance reasons.

Although the GD&T Trainer: Fundamentals 2009 is available in several versions, each version ships on its own media, so only one of those options will be available to you. Your installation option depends upon **which** version was purchased. Attempting to install a single-user or multi-user version to a network server will cause the software to fail to function.

Windows Vista and Windows 7 Installation Notes

Single- and Multi-User Installation to Program Files Folder
When installing the GD&T Trainer: Fundamentals 2009, DO NOT install it into the 'c:\program files' folder. Instead, install the software into a folder like 'C:\Applications\ GD&T Trainer v3.6'. The GD&T Trainer: Fundamentals 2009 saves data in the same folder where it is installed, but -- by default – Windows Vista and Windows 7 do not allow programs installed in the 'C:\Program Files' folder to save data there.

Installation Instructions

Step 1: While running Windows, insert the installation CD-ROM into the CD-ROM drive.

Step 2: The CD should automatically open and show you its content in a Windows Explorer window. Proceed to Step 3. Otherwise, proceed to Step 2A.

Step 2A: If this does not happen, click on the Windows

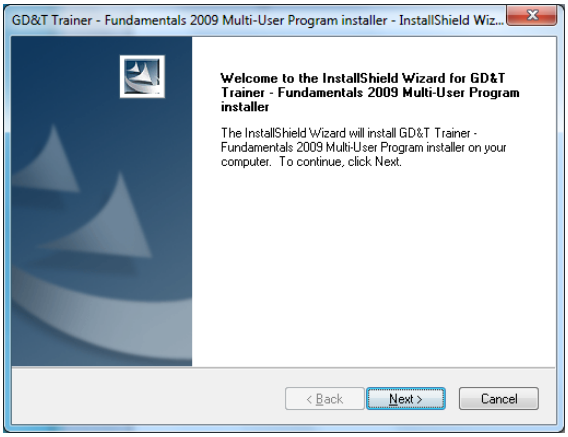
button, and then select **Run**. Proceed to Step 3A.

Step 3: Double click on setup.exe.

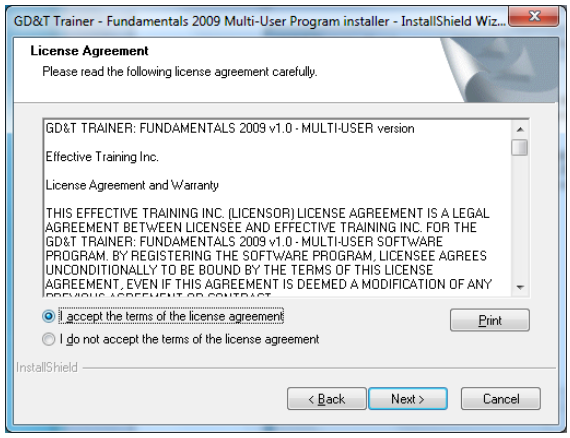
Step 3A: Type "**d:\setup"** at the prompt (where d: is your CD-ROM drive letter).

Step 4: The "Preparing to Install" window will appear. Please be patient as it will take a few minutes for the installer to move on to step 5.

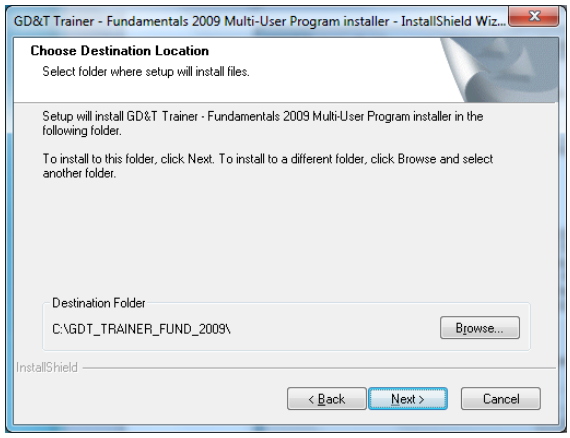
Step 5: The Welcome window will appear. To ensure a successful software installation, it is strongly recommended that you shut down any other applications that are currently running, including virus checkers and chat programs. When you are ready to proceed, click on the Next button.


GD&T Trainer - Fundamentals 2009 Multi-User Program installer - InstallShield Wiz...
Welcome to the InstallShield Wizard for GD&T Trainer - Fundamentals 2009 Multi-User Program installer
The InstallShield Wizard will install GD&T Trainer - Fundamentals 2009 Multi-User Program installer on your computer. To continue, click Next.
< Back
Next >
Cancel

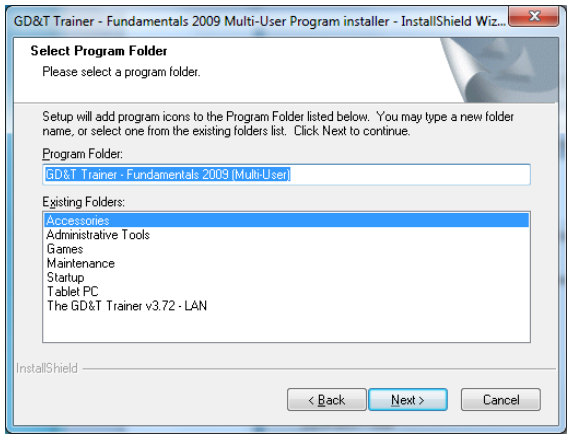
Step 6: The License Agreement window will appear. Read through the license agreement using the scroll bar to advance. If you accept the terms of the agreement, select the "I accept the agreement" option and click the Next button to continue.


GD&T Trainer - Fundamentals 2009 Multi-User Program installer - InstallShield Wiz...
License Agreement
Please read the following license agreement carefully.
GD&T TRAINER: FUNDAMENTALS 2009 v1.0 - MULTI-USER version
Effective Training Inc.
License Agreement and Warranty
THIS EFFECTIVE TRAINING INC. (LICENSOR) LICENSE AGREEMENT IS A LEGAL AGREEMENT BETWEEN LICENSEE AND EFFECTIVE TRAINING INC. FOR THE GD&T TRAINER: FUNDAMENTALS 2009 v1.0 - MULTI-USER SOFTWARE PROGRAM. BY REGISTERING THE SOFTWARE PROGRAM, LICENSEE AGREES UNCONDITIONALLY TO BE BOUND BY THE TERMS OF THIS LICENSE AGREEMENT, EVEN IF THIS AGREEMENT IS DEEMED A MODIFICATION OF ANY
I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel

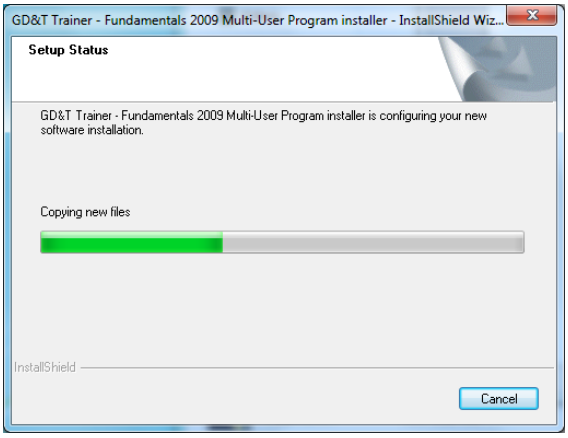
Step 7: Select a destination folder for the GD&T Trainer. The default path is C:\ETI\GDTTrainer. You can change the path to whatever you would like, or you can leave it at the default setting. Once you have the path selected, click on the Next button to continue.


GD&T Trainer - Fundamentals 2009 Multi-User Program installer - InstallShield Wiz...
Choose Destination Location
Select folder where setup will install files.
Setup will install GD&T Trainer - Fundamentals 2009 Multi-User Program installer in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\GDT_TRAINER_FUND_2009\
Browse...
InstallShield
< Back
Next >
Cancel

Step 8: Select a Program Folder for the GD&T Trainer program icons. The default is GD&T Trainer – Fundamentals 2009 (Multi-User). You can change this to whatever you would like, or you can leave it at the default setting. Once you have selected the Program Folder, click on the Next button to continue.

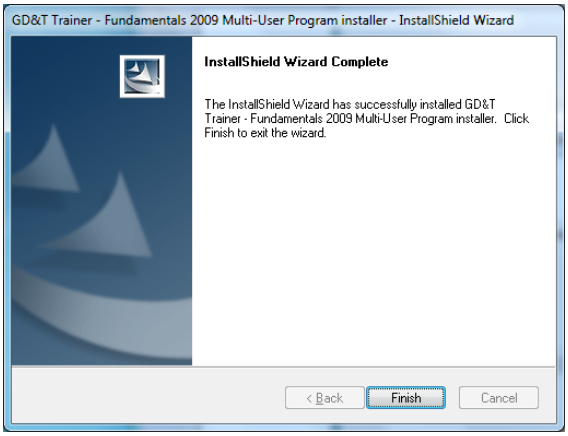

GD&T Trainer - Fundamentals 2009 Multi-User Program installer - InstallShield Wiz...
Select Program Folder
Please select a program folder.
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue.
Program Folder:
GD&T Trainer - Fundamentals 2009 (Multi-User)
Existing Folders:
Accessories
Administrative Tools
Games
Maintenance
Startup
Tablet PC
The GD&T Trainer v3.72 - LAN
InstallShield
< Back
Next >
Cancel

Step 9: The program will now begin to install. The progress meter will show you the current state of the installation routine.


GD&T Trainer - Fundamentals 2009 Multi-User Program installer - InstallShield Wiz...
Setup Status
GD&T Trainer - Fundamentals 2009 Multi-User Program installer is configuring your new software installation.
Copying new files
InstallShield
Cancel

Step 10: Once the installation has completed, you will see the InstallShield Wizard Complete screen. Click the Finish button to exit the installer.

Proceed to the Registration chapter of this manual.


GD&T Trainer - Fundamentals 2009 Multi-User Program installer - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed GD&T Trainer - Fundamentals 2009 Multi-User Program installer. Click Finish to exit the wizard.
< Back
Finish
Cancel

C H A P T E R 3: Registration/Activation

Once you have completed the GD&T Trainer: Fundamentals 2009 software installation, the software must be registered or it will not function.

You will be prompted to register the first time you run the GD&T Trainer: Fundamentals 2009 or the Digital Design Dictionary. ETI offers three registration methods: internet, email, or an export code option.

The registration process must be done while logged into the computer as an Administrator. If the registration process is done by a non-administrator, it will fail and the software must be uninstalled and reinstalled to repair the damaged files.

You must deactivate your software before attempting to move it to a new computer or network server, or before attempting to reinstall it for any reason. Effective Training Inc. limits the number of times the GD&T Trainer: Fundamentals 2009 can be registered and reserves the right to deny registration. If you are unable to deactivate your installation, please contact ETI technical support by emailing support@etinews.com.

Internet Registration/Activation

The ETI Registration Center is only installed on the computer where the server portion of the GD&T Trainer: Fundamentals 2009 is installed. This is to prevent end-users from accidentally breaking a previously successful activation.

Step 1: To begin the registration process, launch the ETI Registration Center. A shortcut to the tool is in the \\server\GDT_Trainer_Fundamentals_2009\Administrator Tools Folder

Step 2: The ETI Registration Center window will open.

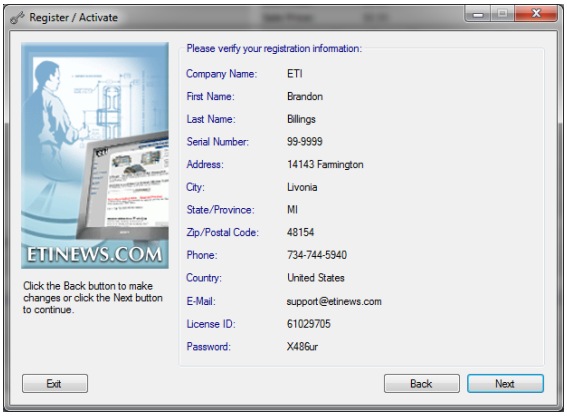
Click the Register/Activate button to proceed.

Step 3: Fill in all of the required fields as shown, then click the Next button to proceed.

The Serial Number of your software is located on the front of the GD&T Trainer: Fundamentals 2009 CD. The License ID and Password information is located on the back of the CD jewel case.

Be sure that you enter your License ID and Password correctly. If not, activation will fail.

Step 4: Verify that the information you entered in Step 3 is correct. Click the Back button if you need to make changes. Click the Next button to proceed.

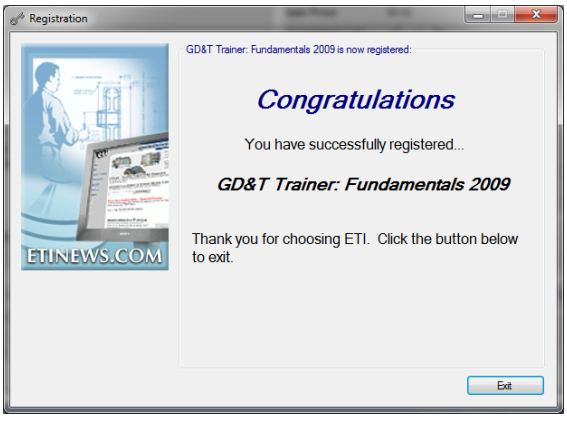


Step 5: Select a registration method. Click the Activate button to proceed with the internet method.

Step 6: If you entered your License ID and Password in Step 3, and your internet connection is active, you should see the Congratulations window. Click the Exit button to close the window. Proceed to Chapter 4 for information about how to launch the GD&T Trainer: Fundamentals 2009 software.

If you receive an error message that says Invalid Activation Data, verify that you entered your License ID and Password correctly.

If you receive an error that says No Remaining Activations, please email support@etinews.com.



Email Registration/Activation

Step 1: To begin the registration process, launch the ETI Registration Center. A shortcut to the tool is in the \\server\GDT_Trainer_Fundamentals_2009\Administrator Tools Folder

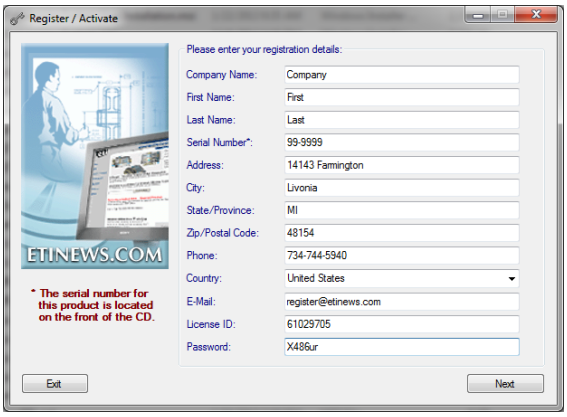
Step 2: The ETI Registration Center window will open.

Click the Register/Activate button to proceed.

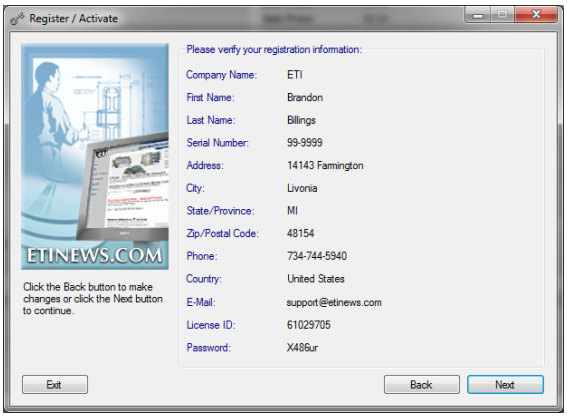
Step 3: Fill in all of the required fields as shown, and then click the Next button to proceed.

The Serial Number of your software is located on the front of the GD&T Trainer: Fundamentals 2009 CD. The License ID and Password information is located on the back of the CD jewel case.

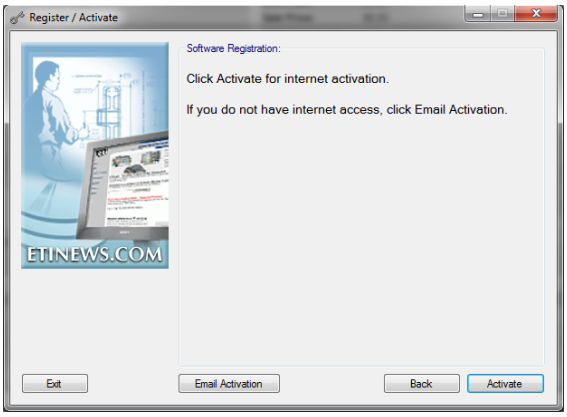
Be sure that you enter your License ID and Password correctly. If not, registration/activation will fail.



Step 4: Verify that the information you entered in Step 3 is correct. Click the Back button if you need to make changes. Click the Next button to proceed.

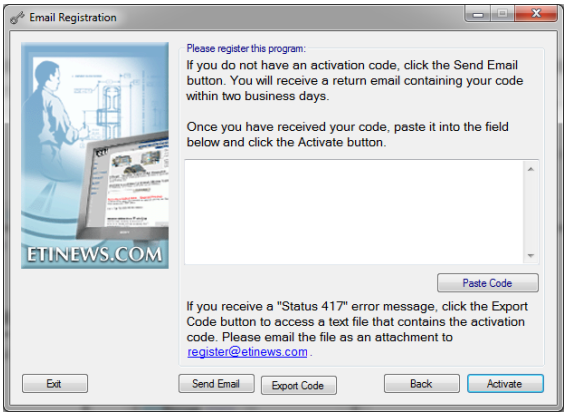


Step 5: Select a registration method. Click the Email Activate button to proceed with the email method.



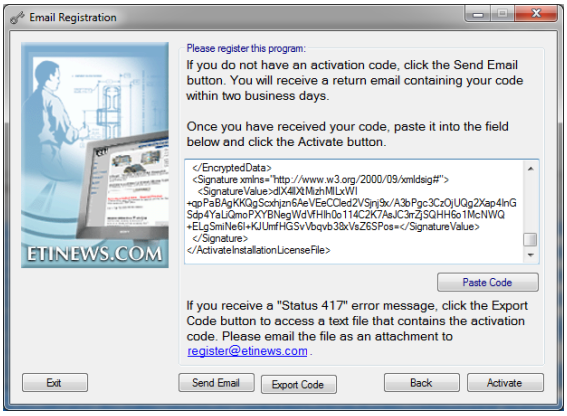
Step 6: Click the Send Email button. You will receive a message thanking you for sending in your registration information. When you close the message, the ETI Registration Center will also close.

When you receive an email from ETI with your activation code, proceed to Step 7.

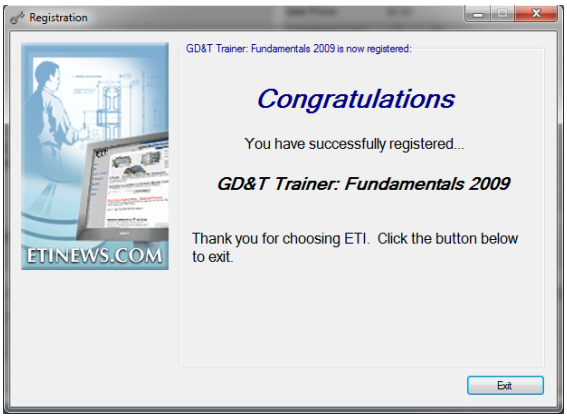


Step 7: Run the ETI Registration Center as instructed in Step 1. Click the Continue Registration button.

Step 8: You will be returned to the window from Step 6. Copy the Activation Code from the email and paste it into the box on this page, then click the Activate button.



Step 9: If you have copied and pasted your activation code correctly, you should see the Congratulations window. Click the Exit button to close the ETI Registration Center. Proceed to Chapter 4 for information about how to launch the GD&T Trainer: Fundamentals 2009 software.



Email Registration/Activation – Export Codes Button

This option should only be used if you do not have internet access, or if the internet activation fails, and you receive a Status 417 error when attempting the email registration.

Step 1: To begin the registration process, launch the ETI Registration Center. A shortcut to the tool is in the \\server\GDT_Trainer_Fundamentals_2009\Administrator Tools Folder

Step 2: The ETI Registration Center window will open.

Click the Register/Activate button to proceed.

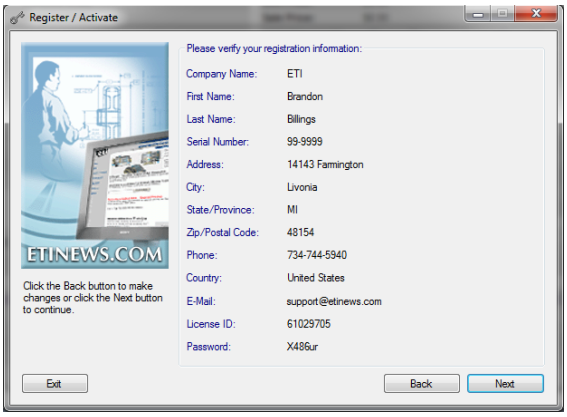
The icon is located on the desktop of the computer you used for the server portion of the GD&T Trainer: Fundamentals 2009 installation.

Step 3: Fill in all of the required fields as shown, then click the Next button to proceed.

The Serial Number of your software is located on the front of the GD&T Trainer: Fundamentals 2009 CD. The License ID and Password information is located on the back of the CD jewel case.

Be sure that you enter your License ID and Password correctly. If not, registration/activation will fail.

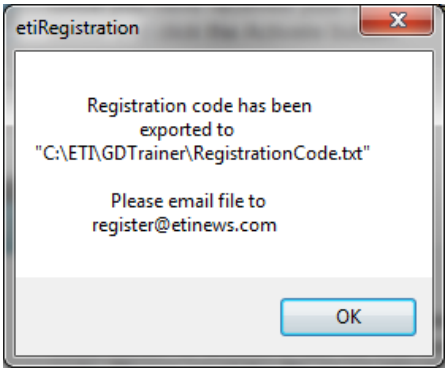
Step 4: Verify that the information you entered in Step 3 is correct. Click the Back button if you need to make changes. Click the Next button to proceed.



Step 5: Select a registration method. Click the Email Activate button to proceed with the email method.

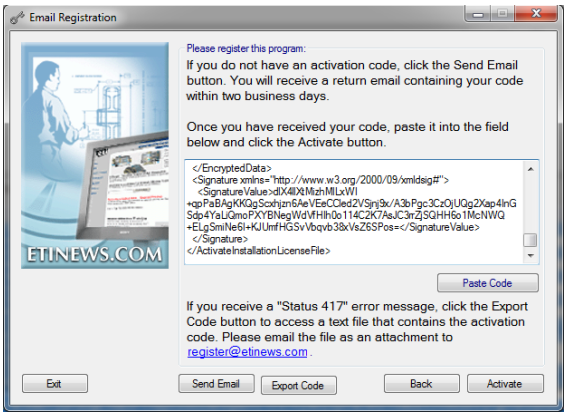
Step 6: Click the Export Code button. A pop-up appears stating that your registration details have been saved to: "C:\ETI\GDTTrainer\RegistrationCode.txt" You must find a means to transfer the text file from this computer to a computer that can send email. Email the file as an attachment to register@etinews.com. You will receive a return email with the activation code within two business days.

Close the ETI Registration pop-up.



Step 7: Once you receive the activation code via email, copy and paste it into a text file. Save the text file and find a means to transfer it to the computer where you were using for the registration. Run the ETI Registration Center as instructed in Step 1. Click the Continue Registration button.

Step 8: You will be returned to the window from Step 6. Copy the Activation Code from the file you saved in Step 7 and paste it into the box on this page, then click the Activate button.



Step 9: If you have copied and pasted your activation code correctly, you should see the Congratulations window. Click the Exit button to close the ETI Registration Center. Proceed to Chapter 5 for information about how to launch the GD&T Trainer: Fundamentals 2009 software.

C H A P T E R 4: Deactivation

You must deactivate your software before attempting to move it to a new computer or network server, or before attempting to reinstall it for any reason. Effective Training Inc. limits the number of times the GD&T Trainer: Fundamentals 2009 can be registered and reserves the right to deny registration. If you are unable to deactivate your installation, please contact ETI technical support by emailing support@etinews.com.

You must have an active internet connection in order to deactivate your software.

Deactivation

Step 1: To begin the deactivation process, launch the ETI Registration Center. The icon is located on the desktop of the computer you used for the server portion of the GD&T Trainer: Fundamentals 2009 installation. It is not installed during the client installation process.

Step 1A: If you don't know which computer was used for the server portion of the installation, browse to the server share, via the UNC path, where the server portion was installed, then double-click on etiRegistration.exe.

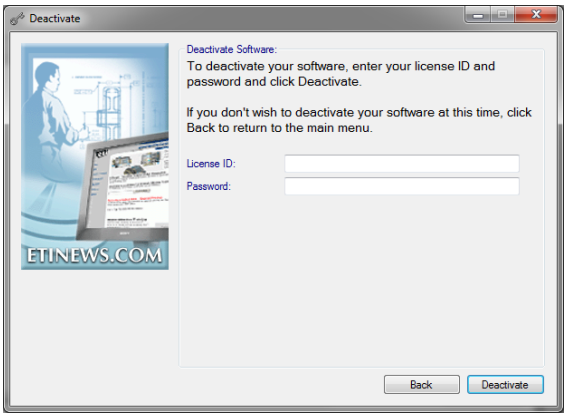
Step 2: The ETI Registration Center window will open.

Click the Deactivate button to proceed.

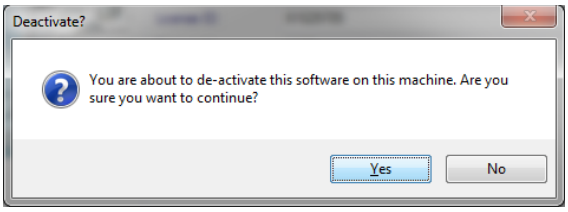
Step 3: Fill in all of the required fields as shown, then click the Next button to proceed.

The License ID and Password information is located on the back of the CD jewel case.

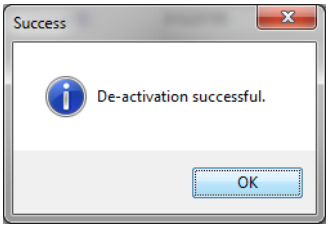
Be sure that you enter your License ID and Password correctly. If not, deactivation will fail.


Deactivate
Deactivate Software:
To deactivate your software, enter your license ID and password and click Deactivate.
If you don't wish to deactivate your software at this time, click Back to return to the main menu.
License ID:
Password:
Back
Deactivate
ETINEWS.COM

Step 4: Verify that you want to deactivate your software. Click the Yes button to proceed.



Step 5: If you have an active internet connection, deactivation is complete. Click the OK button to close the ETI Registration Center.



You can now uninstall the GD&T Trainer: Fundamentals 2009 software from your computer via the Control Panel, then install it and register it on another computer.

C H A P T E R 5: Getting Started

The GD&T Trainer: Fundamentals 2009 is now installed and registered, and you are ready to begin training. We highly suggest you run through the GD&T Trainer: Fundamentals 2009 Tutorial first to get an idea of how to navigate through the software. To access the tutorial from within the GD&T Trainer: Fundamentals 2009, follow these steps:

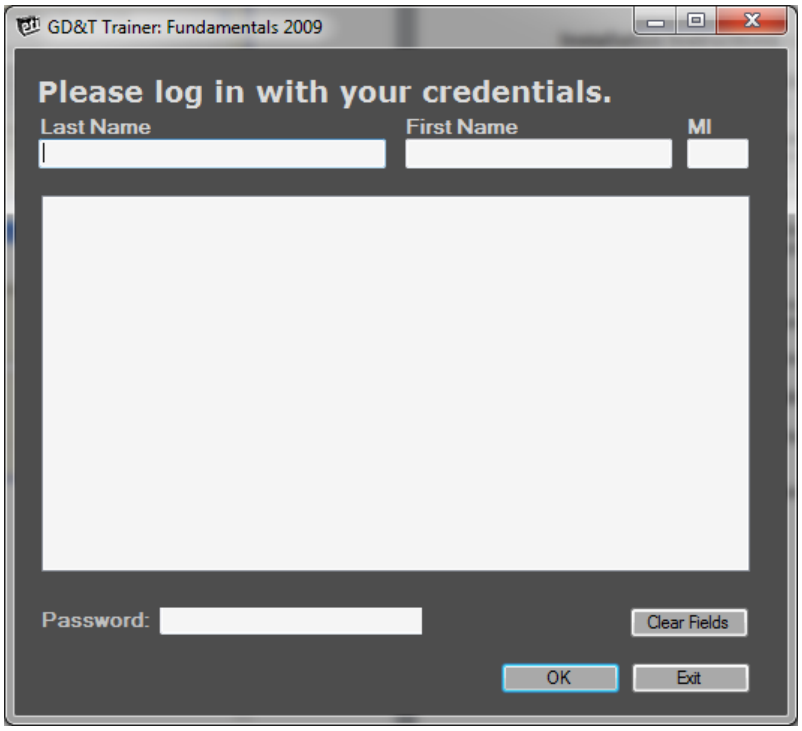
- Launch the GD&T Trainer: Fundamentals 2009
- Log into the Trainer
- Select any of the courses available

At the main menu, the first link will launch the tutorial.

Launching the GD&T Trainer: Fundamentals 2009

Click the START button, select All Programs, select The GD&T Trainer: Fundamentals 2009, then click The GD&T Trainer: Fundamentals 2009 icon.

Once the GD&T Trainer: Fundamentals 2009 has started, you will see the student selection window.



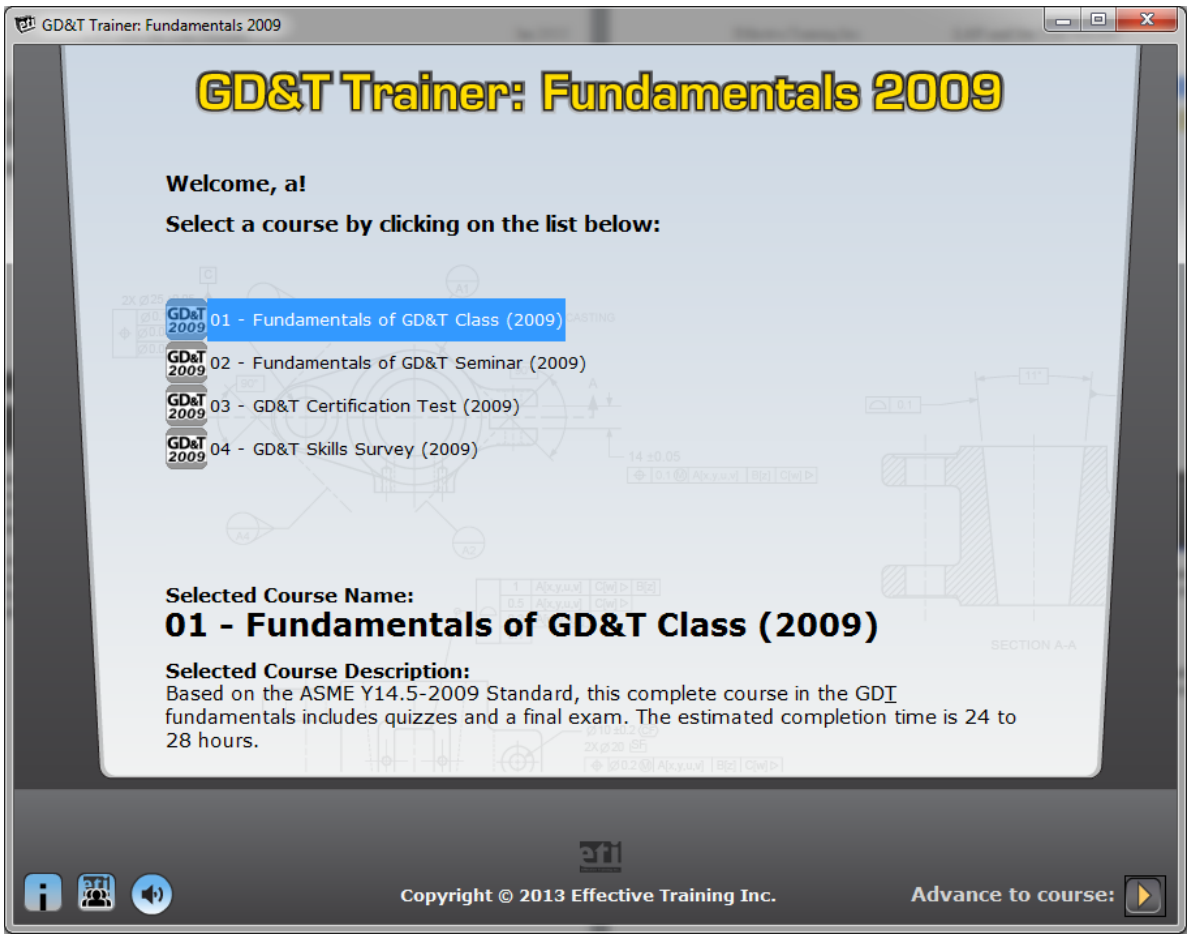
First time users must create an account by performing the following steps:

- Type in the last name, first name, and a password
- Click the OK button
- Verify the selected password

A returning student can simply:

- Click his or her name
- Type the correct password
- Click the OK button

.


GD&T Trainer: Fundamentals 2009
GD&T Trainer: Fundamentals 2009
Welcome, a!
Select a course by clicking on the list below:
01 - Fundamentals of GD&T Class (2009)
02 - Fundamentals of GD&T Seminar (2009)
03 - GD&T Certification Test (2009)
04 - GD&T Skills Survey (2009)
Selected Course Name:
01 - Fundamentals of GD&T Class (2009)
Selected Course Description:
Based on the ASME Y14.5-2009 Standard, this complete course in the GDT fundamentals includes quizzes and a final exam. The estimated completion time is 24 to 28 hours.
Copyright © 2013 Effective Training Inc.
Advance to course:

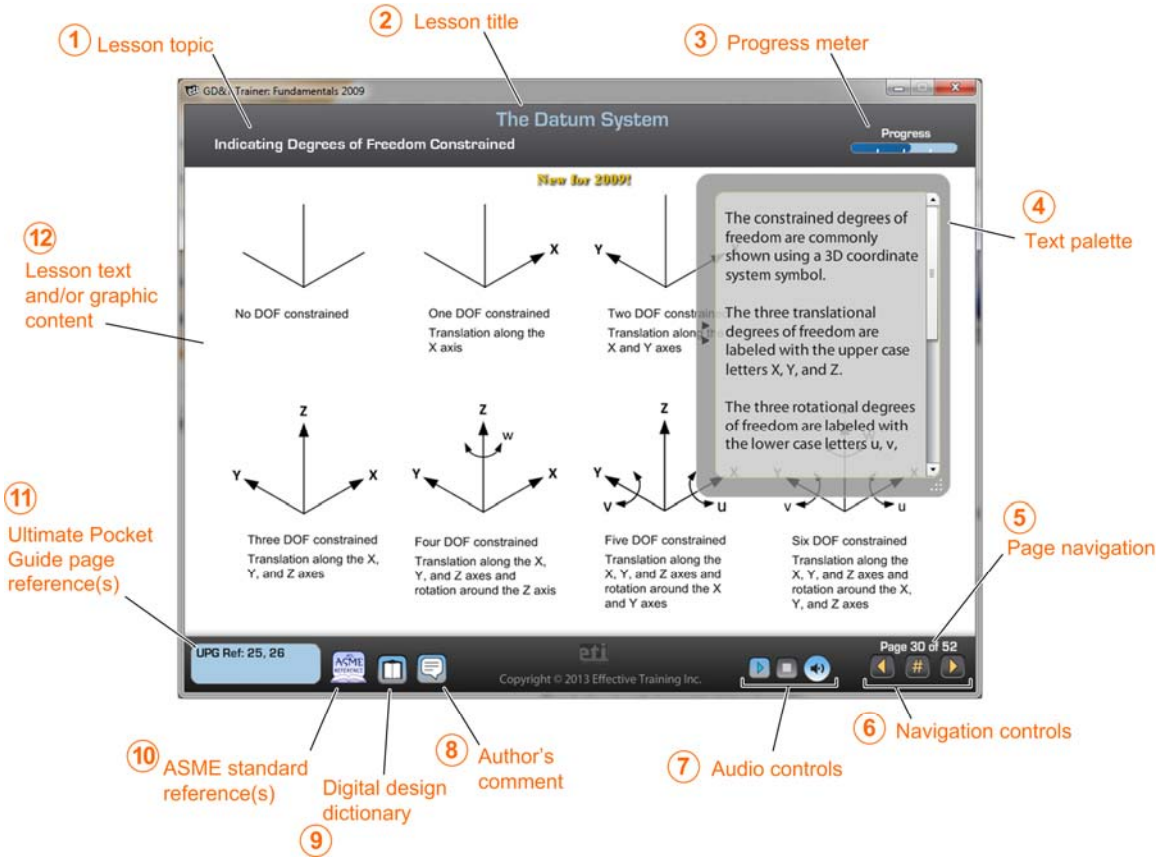
The main menu will appear. For details about a course, click on the course name and read about it in the Course Description window. To select a course, double click the course name, or select a course and then click the advance to course button.

At the main menu, you can select from the following options:

- **License Information** - Displays the registration information
- **Credits** - Lists the people involved with the creation and development of the software
- **Audio On/Off** - Allows the user to turn sound on or off for the entire course.

Navigation Within the GD&T Trainer: Fundamentals 2009 Software

As a quick reference, each element of the GD&T Trainer: Fundamentals 2009 has been numbered in the screenshot below. See a brief description of each element below the image.


1 Lesson topic
2 Lesson title
3 Progress meter
The Datum System
Indicating Degrees of Freedom Constrained
Progress
New for 2009!
4 Text palette
12 Lesson text and/or graphic content
The constrained degrees of freedom are commonly shown using a 3D coordinate system symbol.
The three translational degrees of freedom are labeled with the upper case letters X, Y, and Z.
The three rotational degrees of freedom are labeled with the lower case letters u, v,
No DOF constrained
One DOF constrained
Translation along the X axis
Two DOF constrained
Translation along the X and Y axes
Three DOF constrained
Translation along the X, Y, and Z axes
Four DOF constrained
Translation along the X, Y, and Z axes and rotation around the Z axis
Five DOF constrained
Translation along the X, Y, and Z axes and rotation around the X and Y axes
Six DOF constrained
Translation along the X, Y, and Z axes and rotation around the X, Y, and Z axes
11 Ultimate Pocket Guide page reference(s)
5 Page navigation
UPG Ref: 25, 26
Page 30 of 52
Copyright © 2013 Effective Training Inc.
6 Navigation controls
10 ASME standard reference(s)
Digital design dictionary
9
8 Author's comment
7 Audio controls

1. **Lesson Topic** – The topic being discussed on this page of the lesson
2. **Lesson Title** – The name of the lesson
3. **Progress Meter** – How far into the lesson you have progressed
4. **Text Palette** – Lesson content is shown here if audio is disabled
5. **Page Navigation** – Click on the page number to reveal a navigation menu that allows you to skip to any page within the lesson
6. **Navigation Controls** – Move forward and back one page at a time
7. **Audio Controls** – Mute, restart, and pause page audio
8. **Author's Comment** – When active, click the icon to reveal insights from Alex Krulikowski
9. **Digital Design Dictionary** – Click to access a reference dictionary of topics related to GD&T and design
10. **ASME Standard Reference** – When active, put your mouse over the icon to display pages in the ASME standards that cover the topic being discussed
11. **Ultimate Pocket Guide page reference** –The page number in the Ultimate Pocket Guide that corresponds to the current topic
12. **Lesson text and/or graphic content** – Additional text, graphics, formulas, or charts that reinforce the lesson content

C H A P T E R 6: Checking Quiz Results and Printing Certificates

Checking Quiz Results

At the end of each lesson in the Fundamentals - Class course, you must take a quiz before proceeding to the next lesson. Once you have completed the quiz, the results can be reviewed on the last screen; however, a complete list of correct answers to the quizzes is not available.

You can also access all your quiz scores in one report. To review quiz scores:

Step 1: Click the START button, select All Programs, select The GD&T Trainer: Fundamentals 2009, then click The GD&T Trainer: Fundamentals 2009 icon.

Step 2: The Student Sign-on screen will load. Select your name from the list of students, type in your password, and click the OK button.

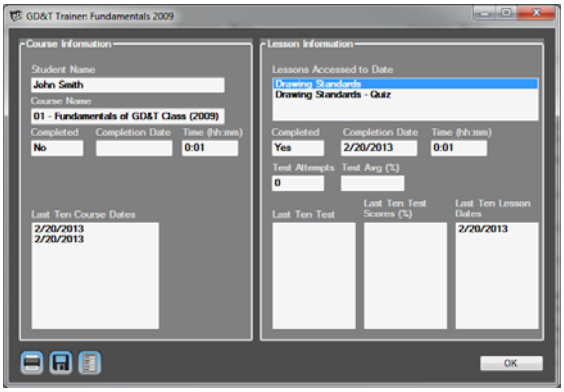
Step 3: Select the course that contains the quiz results you would like to review and click the OK button.

Step 4: After the introduction, the main menu will appear. Click on the Lesson Index to continue.

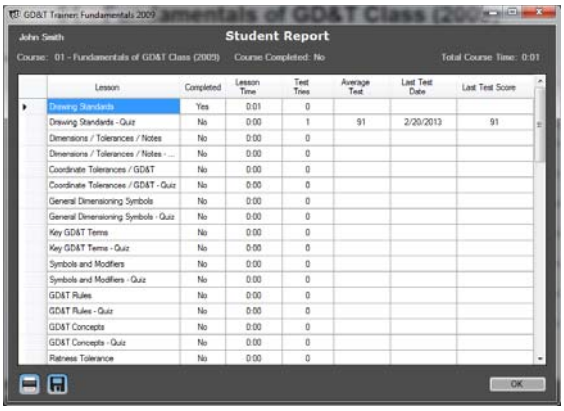
Step 5: The Lesson Index will load. Click the Student Info button located in the upper right corner of the screen.

Step 6: The Student Information window will load. Select the lesson that contains the quiz results you would like to view by clicking the name in the upper right corner.

The last ten quiz dates will appear in the left-most column in the bottom right corner of the window. Select the desired date, then click on the View Your Student Report button in the bottom left corner.



Step 7: The Student Report window will open.



At the bottom of the window are two buttons: Print Report and Save Report. Print Report* allows you to print the contents of the Summary or Details tab to your default printer. Save Report allows you to save the contents of the Summary or Details tab to a plain text file, a comma separated value file (CSV), or a database file.

When you are done reviewing the results, click the OK button to return to the Student Information Screen. You can then select a different test date or lesson test to review, or you can click on the OK button to return to the software Lesson Index.

** When printing the reports, you may need to manually go into your printer's settings via the Control Panel and set it to print to Landscape by default. You must make this change BEFORE clicking on the Print Report button, or your printout will be in the portrait layout, and may not display properly on the printed page.*

Printing Certificates of Completion

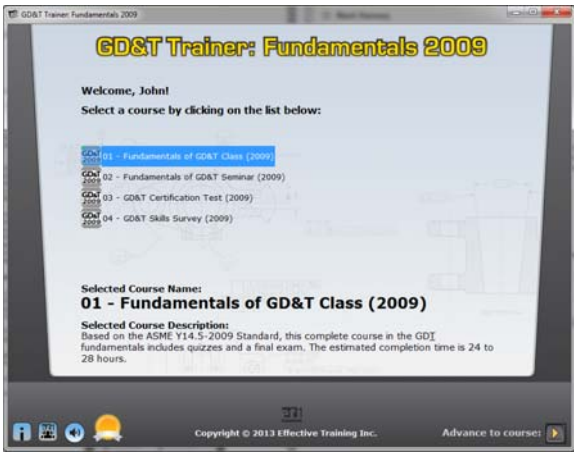
Once a course is finished, the student can print a certificate of completion. To receive the certificate, the student must have worked through every lesson and must have passed each quiz with the default score of 70% or higher. The passing score can be changed in the GD&T Administrator program. Certificates can be printed as many times as desired.

Step 1: Click the START button, select All Programs, select The GD&T Trainer: Fundamentals 2009, then click The GD&T Trainer: Fundamentals 2009 icon.

Step 2: The Student Sign On screen will load. Select your name from the list of students, type in your password, and click on the OK button.

Step 3: Select the course that has been successfully completed.

Step 4: The certificate icon will appear in the bottom left of the screen.


GD&T Trainer: Fundamentals 2009
Welcome, John!
Select a course by clicking on the list below:
01 - Fundamentals of GD&T Class (2009)
02 - Fundamentals of GD&T Seminar (2009)
03 - GD&T Certification Test (2009)
04 - GD&T Skills Survey (2009)
Selected Course Name:
01 - Fundamentals of GD&T Class (2009)
Selected Course Description:
Based on the ASME Y14.5-2009 Standard, this complete course in the GDT fundamentals includes quizzes and a final exam. The estimated completion time is 24 to 28 hours.
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Advance to course:

Step 6: The certificate will be displayed on screen. In the lower left corner of the certificate is a Print button.

Step 7: Click the Print button. The print dialog will come up. Select the printer you want to print to, then click on the OK button to print your certificate.

C H A P T E R 7: Contacting Support

Contact ETI's Technical Support department by submitting a ticket online at http://support.etinews.com or via email to helpdesk@etinews.com. You must have your serial number available. Without it, ETI cannot provide any technical support.

If you have a valid Software Maintenance Agreement, please register an account on our support portal, http://support.etinews.com, to have access to knowledge-base articles, product updates, and all your technical support tickets.

Technical support for non-installation related issues requires a valid Software Maintenance Agreement. For information on Software Maintenance Agreements, please contact the ETI Sales Department at 734-744-5940 or via email at sales@etinews.com.